

CHAPTER 16

WIRELESS DEVICES

A. INTRODUCTION

This chapter describes the authorized use and procurement of wireless communication devices such as, but not limited to, cellular telephones, pagers, and BlackBerry equipment and service.

B. AUTHORIZED USE OF WIRELESS SERVICE

1. Department-issued wireless communication devices are to be used for Department business only. Personnel are responsible for controlling and managing their use of wireless devices and related services. Usage shall comply with all applicable federal and state laws, rules, and regulations. Improper use of a Department-issued wireless device may result in disciplinary action.
2. In a genuine personal emergency situation, Department personnel may make personal calls using Department-issued wireless service and equipment.
3. Wireless services are among the most expensive services available. Users are responsible for the management of **authorized minutes**.
 - a. Wireless devices shall not be used for mere convenience, but shall be limited to use only when regular telephone services, including use of a calling card, is inappropriate.
 - b. Call forward incoming calls from a landline telephone to a wireless device or call forward calls from a wireless device to a landline telephone shall be limited to emergency situations and/or service outages. During normal business operations, voicemail shall be used to refer calls to landline or wireless numbers.

C. CELLULAR TELEPHONES WITH CAMERA, PICTURE, AND VIDEO CAPABILITIES IN THE WORKPLACE

1. The use of photographic and/or video technology is permitted only for official Commonwealth business at Commonwealth-owned/-leased work sites and at other sites where official Commonwealth business occurs.

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2. All Department-owned and -leased locations shall post this updated notification in building lobbies/entries: NOTICE TO ALL EMPLOYEES, CONTRACTORS, AND VENDORS – THE USE OF PHOTOGRAPHIC CAPABILITIES OF PERSONAL CAMERA, PICTURE, OR VIDEO CELLULAR TELEPHONES IS PERMITTED ONLY FOR OFFICIAL COMMONWEALTH BUSINESS.
3. This shall not be construed as to restrict Department personnel from owning or possessing cellular telephones with camera, picture, or video capabilities while working or present on Commonwealth property; nor shall this be construed as to prevent the use of such telephones as a cellular telephone only.

D. PUBLICATION OF WIRELESS TELEPHONE NUMBERS

1. To safeguard Department privacy and exercise appropriate cost containment, personnel shall not publish or cause the publication of any Commonwealth wireless number to a wireless 411 directory or to any other directory service.
2. Personnel shall not add or attempt to add any Commonwealth wireless number to the Pennsylvania "Do Not Call" list. Customers not currently on the list will remain as they currently are, with their wireless number unlisted at no charge.
3. Personnel shall not include any Commonwealth wireless numbers on printed business cards.

E. REQUEST FOR A WIRELESS COMMUNICATION DEVICE

1. Definition of a wireless device is a device that transmits and receives data, text, and/or voice without being physically connected to a network. This includes, but is not limited to, cellular telephones, pagers, wireless Internet services, wireless data devices (e.g., BlackBerry devices), and cellular telephone/two-way radio combination devices. This definition does not include the radio devices that interface with the 800 MHz Statewide Radio System.
2. The wireless study conducted in 2009 resulted in the recommendation of wireless devices for specific positions and the use of one service provider.
 - a. Users listed for a recommended device may opt for a lower device (e.g., approved for a BlackBerry but wants to keep a cellular device only). To upgrade from a cellular device to a BlackBerry or to receive another type of wireless device not

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listed for a position, approval is required as outlined in Section E.2. of this regulation. The following positions have been approved for a wireless device:

AREA/TROOP

Area Commanders	One BlackBerry per Position
Troop Commanders	One BlackBerry per Position
Troop Section Commanders	One Cellular Device per Position
Station Commanders	One BlackBerry per Position
Station Watch Office	One BlackBerry per Station
Criminal Investigation Unit	One Cellular Device per Unit/Location
Forensic Services Unit	One Cellular Device per Unit/Location
Public Information Officer	One Cellular Device per "full-time" Position

BUREAU/OFFICE

Bureau Directors	One BlackBerry per Position
Office Directors	Case by Case
Assistant Office Directors	Case by Case
Division Directors	Case by Case
Section Commanders	Case by Case
Gaming Enforcement Office Commanders	One BlackBerry per Position
Bureau of Liquor Control Enforcement District Office Commanders	One BlackBerry per Position

BUREAU/OFFICE

Crime Laboratories

One Cellular Device per Crime
Laboratory

- b. Wireless device telephone numbers, with the exception of pagers, will be moved (ported) to the approved wireless provider and to a new shared service plan.
- c. All cellular/BlackBerry users are **initially** approved for 200 shared billable minutes.
 - (1) Users requiring more billable minutes shall submit Department Correspondence, Form SP 3-201, to the Director, Bureau of Communications and Information Services for approval.
 - (2) The Technical Support Division, Bureau of Communications and Information Services, will monitor usage and make adjustments and/or recommendations for users in excess of **approved** minutes per month.
 - (3) **Billable minutes: Minutes used between 0600 and 2059 hours, Monday through Friday, that are not between Verizon wireless numbers.**
- 3. Commanders/Directors shall submit Department Correspondence, through channels, to the Director, Bureau of Communications and Information Services for **approval of new or upgraded wireless service and/or equipment, increased minutes, or reassignment of numbers and/or equipment** when confidential funds are not being used.
- 4. When confidential funds are being used for new or upgraded wireless service and/or equipment within the Bureau of Liquor Control Enforcement, Commanders/Directors shall submit Department Correspondence, through channels, to the Director, Bureau of Liquor Control Enforcement. All other requests for the use of confidential funds for new or upgraded wireless service and/or equipment shall be submitted via Department Correspondence, through channels, to the Director, Bureau of Criminal Investigation.
- 5. Prior to submitting requests, consideration shall be given to suitable alternatives to wireless service, which would provide suitable communications at less expense for long- and short-term needs. If suitable alternatives exist, there is no justification for wireless service.

F. SATELLITE EQUIPMENT AND SERVICES

1. Satellite telephones assigned to Department personnel shall be tested on the 1st Tuesday of every month. The test shall include a successful telephone call to the Technical Support Division. The test call shall include the name of the calling party and affirmation of transmit and receive capability.
2. The Department has two portable satellite devices which are maintained under the direction of the Director, Technical Support Division.

G. CONFIDENTIAL FUNDS

1. Confidential funds may be used to pay for wireless devices and associated service plans to protect the anonymity of Department personnel in sensitive positions.
2. When confidential funds are used, the affected Director, Bureau of Criminal Investigation or the Director, Bureau of Liquor Control Enforcement shall ensure that Department Correspondence is forwarded to the Director, Technical Support Division within 20 days following the close of a yearly quarter. The correspondence shall contain the following:
 - a. The number and type of wireless devices paid for using confidential funds.
 - b. The total one-time cost, and the quarterly costs to acquire and utilize wireless devices.

H. BILLING

A monthly summary of charges will be sent from the Technical Support Division to the end-user's Troop/Bureau/Office. Commanders/Directors shall ensure all invoices are validated for accuracy (user name, use justification, and overages) and returned to the Technical Support Division.

I. DISPOSAL OF WIRELESS DEVICES

1. Wireless devices purchased by the Pennsylvania State Police are the property of the Commonwealth of Pennsylvania. All devices that have been replaced, damaged, or are no longer serviceable shall be considered surplus property. All surplus property is governed by the

Department of General Services, State Property Control Officer Handbook.

2. These devices shall be returned to the Technical Support Division, using the following instructions:
 - a. Remove all stored data, telephone books, contact history, and programmed speed dial numbers from the wireless device.
 - b. Devices containing Subscriber Identity Module (SIM) cards shall be removed. The SIM card shall be destroyed by placing it in a shredding machine.
 - c. Prepare a list that includes the device service vendor, manufacturer, model, and IMEI/ESN number. Keep one copy for Troop/Bureau/Office records, and place one copy in the package with the wireless device.
 - d. Accessories which can be utilized with other existing devices shall be retained by the TCS/BCR for back-up purposes.

J. DONATED DEVICES

Donated devices require approval by the Director, Bureau of Communications and Information Services. Donated devices requiring replacement or repair shall be remedied back to the standard wireless device used for the approved position.

K. WIRELESS PRIORITY SERVICE

1. The Wireless Priority Service (WPS) provides users with the capability to be placed in a queue when there is heavy congestion or blockage in the public telephone network. WPS is used in conjunction with wireless cellular devices.
2. WPS has been approved for command positions by the Deputy Commissioner of Staff.
3. The monthly service billing will include the one-time activation and monthly access fee. A per-minute charge applies when WPS is utilized.
4. WPS is invoked by dialing (*272) prior to the destination number on wireless devices provisioned with the WPS feature. WPS shall be activated only in the event of an emergency response or national security incident.